

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor : **Kazushige HARUTA**
Filed : **Concurrently herewith**
For : **CALL CENTER APPARATUS....**
Serial No. : **Concurrently herewith**

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

July 28, 2003

INFORMATION DISCLOSURE STATEMENT

SIR:

In order to comply with discretionary regulations 37 CFR 1.97 and 1.98, attached hereto is a copy of Form PTO-1449. Copies of such documents were made of record in the parent case, U.S. Patent Application No.: 09/042,967 filed March 17, 1998. These documents contain information which the Examiner may consider to be important in deciding whether to issue a patent in the instant application.

As this Statement is being filed prior to issuance of a first Office Action, no fee is due.

The present Disclosure Statement is being submitted in compliance with 37 CFR 1.56 as an Examiner might consider any cited document important in deciding whether to allow the application to issue as a patent, but the citation of each document is not to be construed as an admission that such document is necessarily relevant or prior art. No representation is intended that the cited documents represent the results of a complete search, and it is anticipated that the Examiner in the normal course of examination, will make an independent search and will

determine the best prior art consistent with 37 CFR 1.104 (a), and in the course of such search will review for relevance every document cited on the attached form even if not initialed.

Early and favorable consideration is respectfully solicited.

Any fee due with this paper may be charged on Deposit Account 50-1290.

Respectfully submitted,



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1449/P.T.O.

U.S. Department of Commerce
Patent and Trademark Office

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

Sheet 1 of 1

Application No.	:
Filing Date	:
First Named Inventor:	K. HARUTA
Group Art Unit	:
Examiner Name	:
Attorney Docket No.	: FUJO 14.955A

U.S. PATENT DOCUMENTS

Examiner Initials	Cite No. ¹	U.S. Patent Document	Kind Code if known ²	Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns Lines Where Relevant Passages or Relevant Figures Appear	
		5,923,745		HURD	07-13-1999		
		5,910,983		DEZONNO ET AL.	06-08-1999		
		5,915,012		MILOSLAVSKY	06-22-1999		
		5,802,163		MILOSLAVSKY	09-01-1998		

FOREIGN DOCUMENTS

[illegible]

Other Prior Art-Non Patent Literature Documents

Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date page(s), volume-issue number(s), publisher, country, where published, source.	Applicant check her if English language translation attached
Examiner Signature			Date Considered

Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw a line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹Unique citation designation number. ²See attached Kinds of U.S. Patent Documents. ³Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.1¹ if possible. ⁶Applicant is to place a check mark here if English language Translation is attached.

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